

## **GRIEVANCE REDRESSAL MECHANISM & SALIENT FEATURES OF OMBUDSMAN SCHEME**

The customer can lodge his complaint through any of the modes, that is, by visiting the branch/ office, writing a letter, through email, direct calling and through our website.

Escalation matrix is as follows:

### Level 1:

If the customer is not satisfied with the resolution provided by customer service team / executives of the company OR no response is received within 15 days, the customer could write to:

**Grievance Redressal Officer (GRO): Ms. Payal Somani**

Address: Centrum House, C.S.T. Road, Vidyanagari Marg, Kalina, Santacruz (East) or

Send an email to: [payal.somani@centrum.co.in](mailto:payal.somani@centrum.co.in) or

Call on: 9167997499 (mobile), 022-42159272 (landline) between 09:30 AM to 06:00 PM, Monday to Friday.

Reply to the complaint will be given within 7 working days.

### Level 2:

If the customer is not satisfied with the resolution provided by the GRO or if the customer does not hear from us in 30 days, then he may escalate his grievance to the regulator at the below address:

The Officer Incharge,  
Reserve Bank of India,  
Department of Non-Banking Supervision,  
Mumbai Regional Office,  
3rd Floor, Dr. A.B.Nair Road,  
Mumbai Central Station (Next to Maratha Mandir Theatre),  
Byculla, Mumbai-400008

Email id: [helpdnbs@rbi.org.in](mailto:helpdnbs@rbi.org.in)

Alternatively, if a reply is not received within a period of 30 days from the Company or the customer is dissatisfied with the response of the NBFC (+) If customer has not approached any forum, the customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC) **on the following grounds:**

- Cheques not presented or done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- Failure or refusal to provide sanction letter/ terms and conditions of sanction in vernacular language or a language as understood by the borrower
- Failure or refusal to provide adequate notice for proposed changes in sanctioned terms and conditions in vernacular language or a language as understood by the borrower
- Failure/ Delay in releasing securities documents on repayment of all dues
- Levying of charges without adequate prior notice to the borrower
- Failure to provide legally enforceable built-in repossession in contract/ loan agreement
- RBI directives not followed by NBFC



- Guidelines on Fair Practices Code not followed

**Address and Area of Operation of NBFC Ombudsman (RBI) and Centrum Financial Services Limited (CFSL) Nodal Officers**

SN	Centre	Address of the Office of NBFC Ombudsman	Area of Operation	CFSL Nodal Officer
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : nbfcchennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry	Mr. Ajay Newatia
2.	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No : 23028140 Fax No : 23022024 Email : nbfc Mumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu	Mr. Krishan Pansari
3.	New Delhi	C/o Reserve Bank of India Sansad Marg New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No : 23725218-19 Email : nbfcnewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir	Mr. Mayank Sharma
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : nbfcokolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand	Mr. Anindam Debnath

(1) How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation-> If not reached, can issue Award/Order

(2) Can a customer appeal, if not satisfied with decision of Ombudsman?

Yes, If Ombudsman's decision is appealable -> Appellate Authority: Deputy Governor, RBI

**Note:**

- This is an Alternate Dispute Resolution mechanism
- Customer is at liberty to approach any other court/forum/authority for the redressal at any stage

**A COPY OF THE OMBUDSMAN SCHEME IS AVAILABLE WITH THE BRANCH OFFICIAL.**